As mentioned on previous MA/PDP Operational User group calls and emails, CMS will on occasion conduct a series of data "clean-ups" which may result in a Special TRR. We are scheduling the delivery of the Special TRRs typically on either Mondays or Tuesdays. This email is to inform you of the possibility of your plan receiving a TRR as a result of clean-ups that were conducted over the past week. The following is a description of the clean-ups that were conducted. Keep in mind that not every plan will receive a TRR as a result of each of these clean-ups.

A. Overview: BENEFICIARY LOCKED

In cases where a Beneficiary becomes "locked" as a result of a bad reply from MBD, the Plans will receive a TRR that reports a rejected transaction assigned both an accepted TRC followed by a 165 (ex. 011 / 165). This sequence is indicative of MARx initially processing the transaction as accepted; however, MBD provides MARx a bad reply during the interface process. In these instances, MARx renders a rejection along with both TRCs (011 / 165) on the Plan's Weekly TRR.

Impact to the Plans:

As a result of the cleanup efforts, the Plan should expect to see on the Special TRR, the Beneficiary's transaction as a successful transaction along with the appropriate accepted TRC (ex. 011). Since the software issue has been corrected, the Plan should not see a TRC 165 associated with the original Request.

For the vast majority of the affected transactions, the Plans should not see these transactions on a regular TRR. Since the transactions are not from the current processing period, the system does not report on these cleanups.

B. Overview: Rejected with Blank TRC - Plans received a Batch Completion Report with a rejection along with a Blank TRC due to the BENEFICIARY was Locked. A transaction rejecting with a blank TRC implies "RECIRC LIMIT REACHED".

MARx attempted to process a Plan transaction while the BENEFICIARY was locked (there are 2 possible "locked" conditions), thereby, reporting on the Batch Completion Report a rejection along with a blank TRC. MARx will try to resend while checking for the IN_USE flag to be freed up, or set back to blank. If the number of allowed attempts is reached (RECIRC LIMIT) then the transaction rejects and does not assign a TRC.

Impact to the Plans:

Condition #1
A special TRR will be created and made available to impacted Plans. In most instances, the Plans should expect to see transactions processed rendering an accepted or rejected status with a legitimate TRC. The Plans should not see a rejection with a Blank TRC, TRC 038 or TRC 165 on the special TRR.

Condition #2

A special TRR will be created and made available to impacted Plans. The Special TRR will report to the Plans a rejected transaction assigned a **TRC 199 (Rejected, Return To Plan For Additional Research)**. The Plans should not see a rejection with a Blank TRC on the special TRR.

C. Overview: When a XREF Notification or transaction code 01 (MCO Correction) is processed while a BENEFICIARY is Locked, the notification is rejected with a Blank TRC (commonly known as "RECIRC LIMIT REACHED".

There is another clean-up that was associated with the situation where Blank TRCs were generated due to **"RECIRC LIMIT REACHED." When a XREF Notification or transaction code 01 (MCO Correction) is processed while a BENEFICIARY is Locked, the notification is rejected with a Blank TRC (commonly known as "RECIRC LIMIT REACHED".**

MARx attempted to process Notifications or transactions (code 01) while the BENEFICIARY was locked, thereby, causing the notification to reject with a blank TRC. MARx will attempt to resend while checking for the IN_USE flag to be freed up, or set back to blank. If the number of allowed attempts is reached (RECIRC LIMIT) then the notification rejects and does not assign a TRC. In these instances, notifications are not processed causing out of sync problems with MBD.

Impact to the Plans:

Depending on the type of notification or MCO Correction (code 01) processed, the Plans may or may not be impacted. For example, a date of death notification would generate a Disenrollment.

D. Overview: Pending Status (Code 6)

Transactions that result in a pending status (STATUS CODE 6) are caused by concurrent transactions processing for the same Beneficiary. There are no known software defects associated with this pending status, however, a data cleanup is required.

The Plans would have seen these pended transactions reported on the Batch Completion Status Report and Weekly TRR. In order MARx to render a true determination on these pended transactions, a cleanup effort is necessary.

The cleanup process for pending status involves 4 scenarios. Each scenario requires its own unique approach in order to gain a satisfactory outcome.

Scenario 1 - Beneficiaries with no transactions after the initial transaction that was set to pending status

CMS Action: Reprocess the pended transaction so that the appropriate determination can be made and the corresponding TRC assigned.

Scenario 2 - Beneficiaries with similar transactions that were processed after the initial transaction was set to pending status (this scenario is possible due to the Plan may resend the same transaction again after realizing the initial transaction was set to pending status).

CMS Action: Change the status of the transaction from a pending status (code 6) to rejection status (code 4) with a TRC 199 (REJECTED, RETURN TO PLAN FOR ADDITIONAL RESEARCH).

Scenario 3 - Beneficiaries have only notification transactions after the initial transaction was set to pending status

CMS Action: Reprocess the pended transaction so that the appropriate determination can be made and the corresponding TRC assigned.

Scenario 4 - Beneficiaries have various transactions after the initial transaction was set to pending status

CMS Action: Change the status of the transaction from a pending status (code 6) to rejection status (code 4) with a TRC 199 (REJECTED, RETURN TO PLAN FOR ADDITIONAL RESEARCH).

Impact to the Plans:

A special TRR will be created and made available to impacted Plans. In scenarios 1 and 3, the Plans should expect to see transactions processed rendering an accepted or rejected status with a legitimate TRC. The Plans should not see a pending status on the special TRR. For scenarios 2 and 4, the Plans should expect to see a rejected transaction with a TRC 199 (REJECTED, RETURN TO PLAN FOR ADDITIONAL RESEARCH).